StatusScope™ Remote Monitoring Service

User Guide

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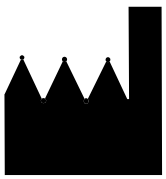

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Revision Log

This log shows the revisions that took place during the preparation of this manual.

Revision	Reason for Change	Date
A	First release.	February 2014

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Introduction 1

Intended Use

The StatusScope™ Remote Monitoring Service is intended to monitor the performance parameters of instruments in a lab and send the data to a remote server for viewing and analysis.

Roles and Privileges in the StatusScope Remote Monitoring Service

Roles are assigned to users through the AB SCIEX StatusScope Remote Monitoring Service server.

To help organizations make sure that only authorized personnel can view StatusScope Remote Monitoring Service information, it is recommended that only a minimum number of qualified personnel be assigned to the user role on the AB SCIEX StatusScope Remote Monitoring Service server.

Web Site Resources

For software and application technical support:

statusscopesupport@absciex.com

www.absciex.com/customer-support/training

For general support information:

www.absciex.com

Supporting Documents

The following documents support this User Guide:

- *Release Notes*

Purpose

This document will provide a basic overview of the StatusScope™ Remote Monitoring Service and instructions for exploring basic features for remotely monitoring instruments, improving performance, resolving technical issues with or without Field Service Engineer or Technical Assistance Center assistance, and enabling monitoring and control of the processed sample queue.

Workflow Overview

This guide examines two workflow scenarios:

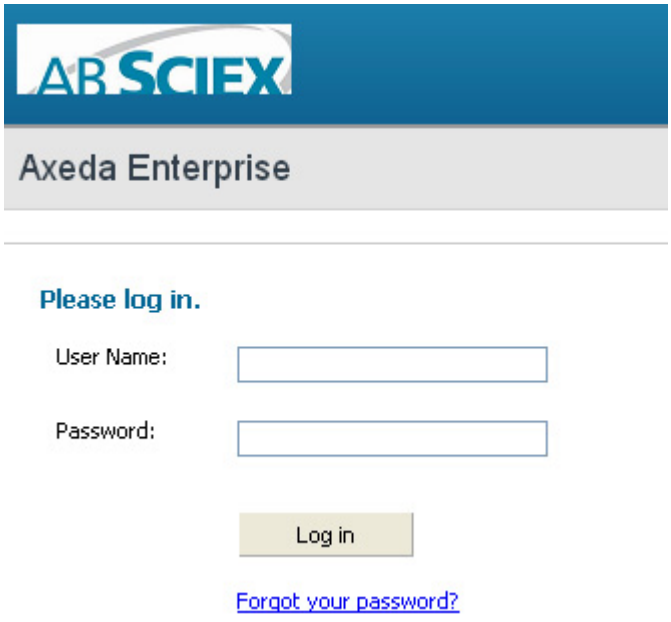
- Investigating device alarms.
- Using the StatusScope Remote Monitoring Service web and mobile applications to manage a sample queue that is currently in progress.

Log In

Individuals must be set up as a User on the AB SCIEX StatusScope Remote Monitoring Service server to successfully log on and use the StatusScope Remote Monitoring Service.

1. Visit https://statusscope.absciex.com.

Figure 2-1 Server Log On Dialog



2. Type the **User Name**.

3. Type the **Password**.

Note: Passwords are case-sensitive.

4. Click **Log in**.

Note: Passwords must be changed on the first visit to the site.

Log Off

Note: Logging off does not interrupt monitoring. Monitoring is stopped if the acquisition computer is shut down.

To log off:

- Click **Log Out**.

Device Alarm Investigation

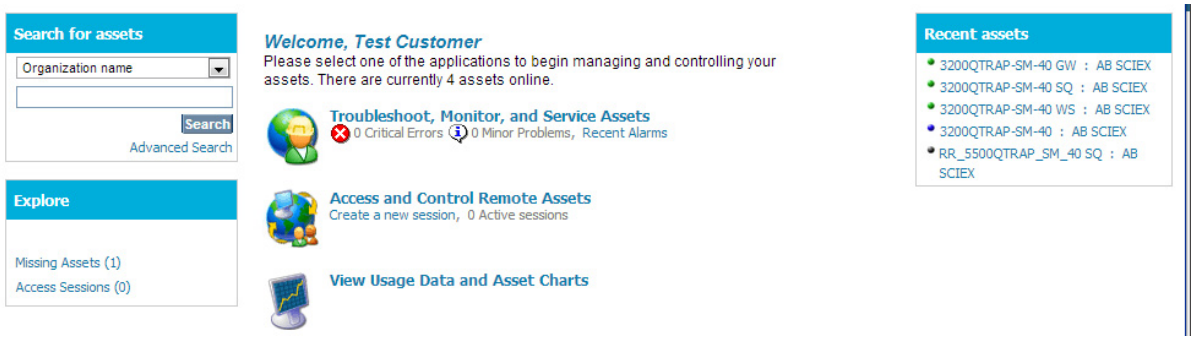
Device alarms require the review of reports, examination of the device gateway, review and control of the managed assets and peripheral devices, and review of the sample queue.

AB SCIEX service administrators create user accounts using the information provided by the Field Service Engineer (FSE) when the StatusScope Remote Monitoring Service software is installed. The FSE will provide customer login details.

Home Screen View

The home screen provides a basic overview of available tasks.

Figure 2-2 Home Screen


Search for assets
Organization name
Search
Advanced Search
Explore
Missing Assets (1)
Access Sessions (0)
Welcome, Test Customer
Please select one of the applications to begin managing and controlling your assets. There are currently 4 assets online.
Troubleshoot, Monitor, and Service Assets
0 Critical Errors 0 Minor Problems, Recent Alarms
Access and Control Remote Assets
Create a new session, 0 Active sessions
View Usage Data and Asset Charts
Recent assets
3200QTRAP-SM-40 GW : AB SCIEX
3200QTRAP-SM-40 SQ : AB SCIEX
3200QTRAP-SM-40 WS : AB SCIEX
3200QTRAP-SM-40 : AB SCIEX
RR_5500QTRAP_SM_40 SQ : AB SCIEX

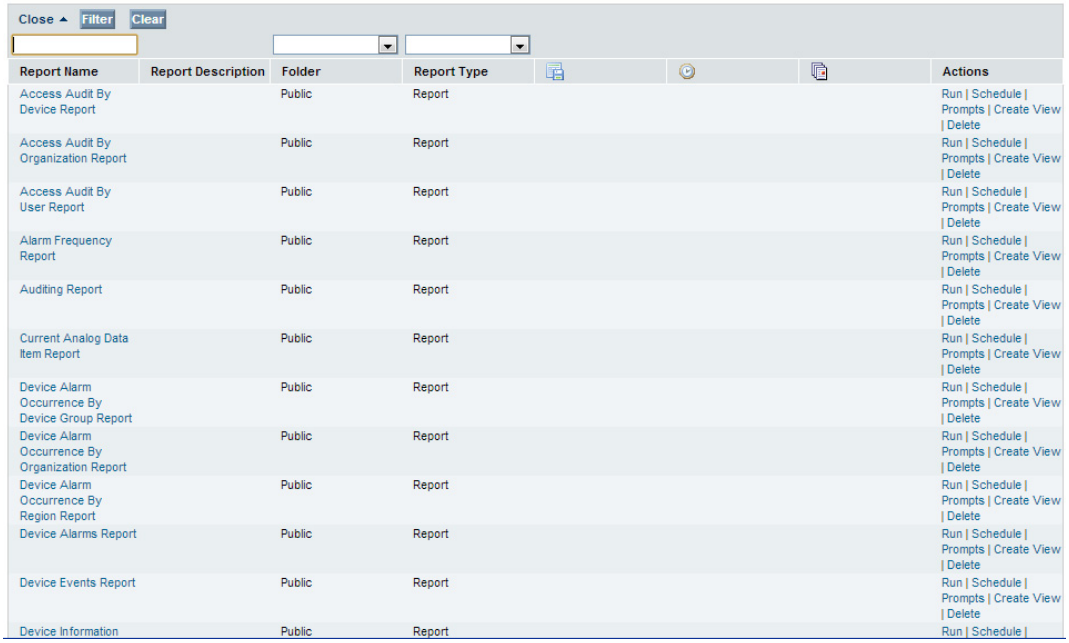
Reports

Run a Basic Report

To view the current state of instrument alarm conditions, a report is required.

1. Click **Report**. A list of available reports is shown. Refer to Figure 2-3.

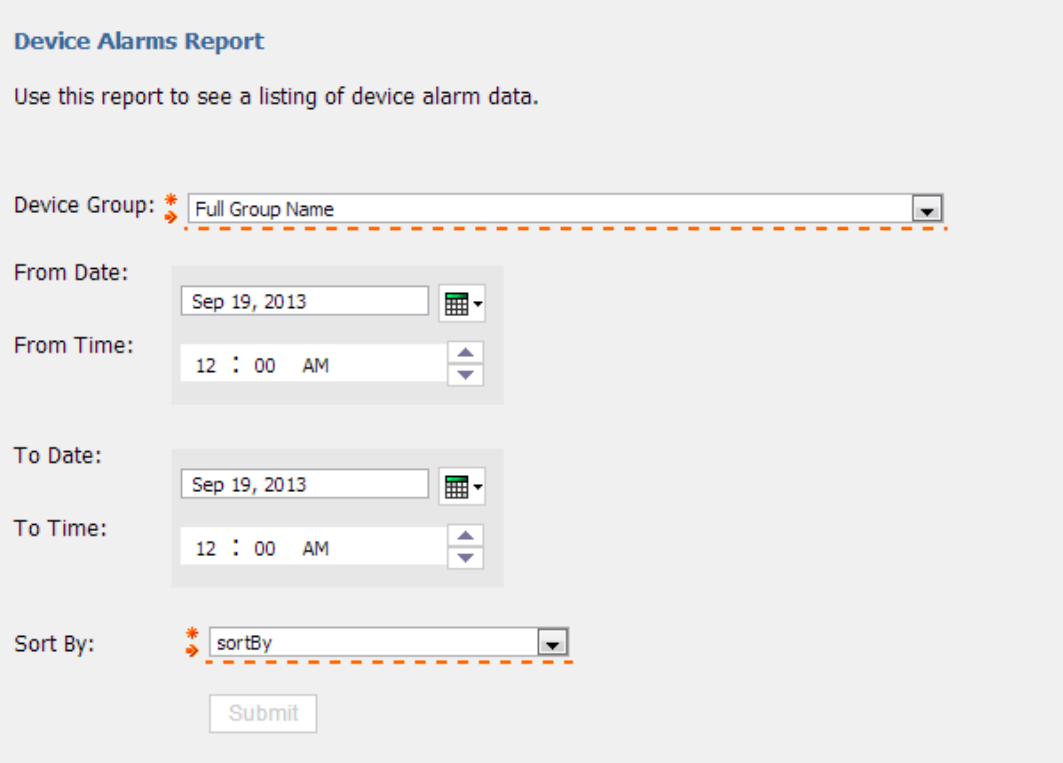
Figure 2-3 Report Screen



2. Locate the **Device Alarms Report** in the list.
3. Click **Run**.

   The **Report Output Selection** screen is shown. Refer to Figure 2-4.

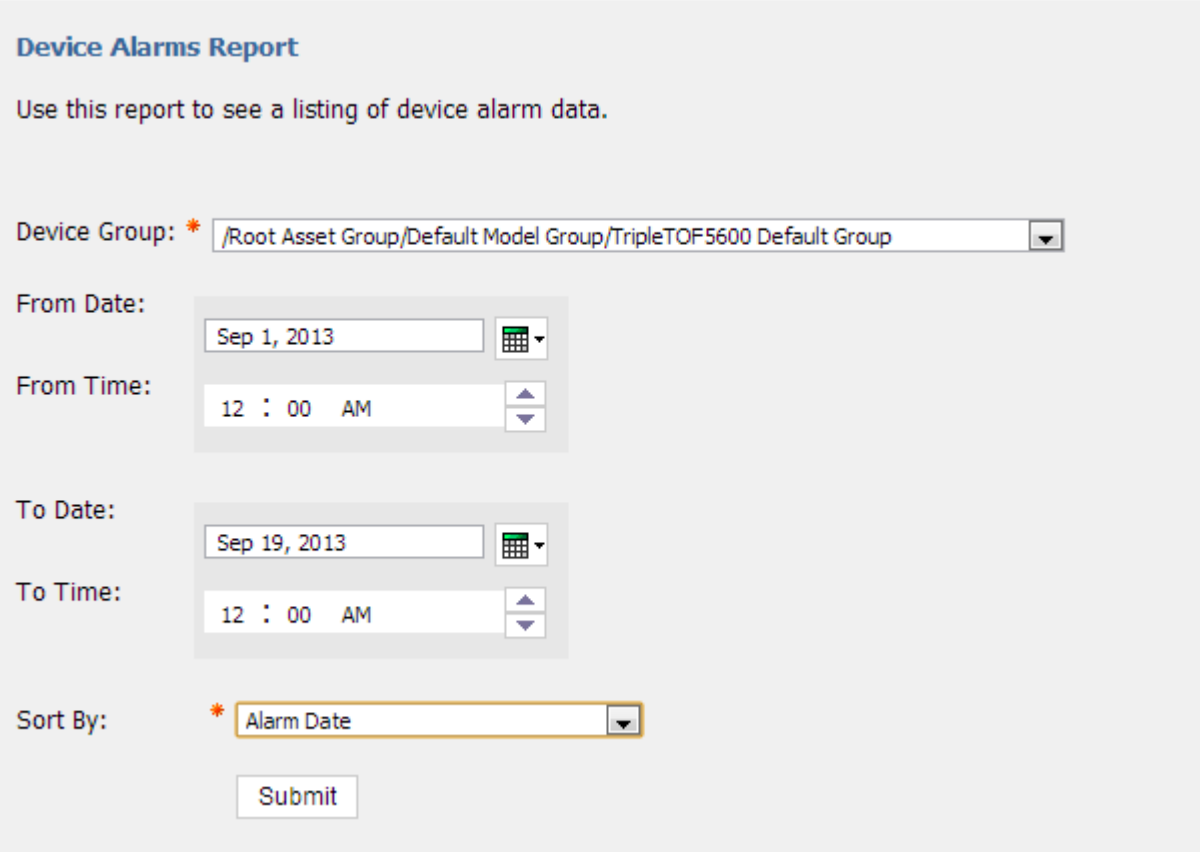
Figure 2-4 Report Output Selection Screen



Input Parameters Reports

Some reports require additional parameters. Refer to Figure 2-5.

Figure 2-5 Report with Input Parameters



Run Input Parameters Report

1. Select the **Device Group**.
2. Select the **From Date**.
3. Select the **From Time**.
4. Select the **To Date**.
5. Select the **To Time**.
6. Select a sort order in the **Sort By** field.
7. Click **Submit**.

   The associated report data is shown. Refer to Figure 2-6.

Figure 2-6 Report Data

Run Date: Sep 19, 2013 **Run By:** RR
Start Date: Sep 1, 2013 12:00 AM **End Date:** Sep 19, 2013 12:00 AM

Device Alarms

Model Number	Serial Number	Device Name	Alarm Name	Date Received	Description	State	State Age in Days
TripleTOF5600	5600TripleTOF_Proto#3	5600TripleTOF_Proto#3	High Pressure Detected in Q0 Region, Check Sample Introduction	Sep 4, 2013 8:35:08 PM	Analyst Event Message	Started	15
TripleTOF5600	5600TripleTOF_Proto#3	5600TripleTOF_Proto#3	Fault Set: Power Supply Interlock Circuit	Sep 5, 2013 2:26:05 PM	Analyst Event Message	Started	14
TripleTOF5600	5600TripleTOF_Proto#3	5600TripleTOF_Proto#3	Fault Cleared: Power Supply Interlock Circuit	Sep 5, 2013 2:31:31 PM	Analyst Event Message	Started	14
TripleTOF5600	AY20009 1004PL	AY20009 1004PL	Communication lost with Cal Src	Sep 9, 2013 8:40:00 PM	Analyst Event Message	Started	10
TripleTOF5600	AY20009 1004PL	AY20009 1004PL	Fault Set: Pulser Module Error	Sep 9, 2013 8:41:48 PM	Analyst Event Message	Started	10
TripleTOF5600	AY20009 1004PL	AY20009 1004PL	Fault Cleared: Pulser Module Error	Sep 9, 2013 8:41:49 PM	Analyst Event Message	Started	10
TripleTOF5600	AY20009 1004PL	AY20009 1004PL	Communication lost with Cal Src	Sep 10, 2013 8:28:58 PM	Analyst Event Message	Started	9
TripleTOF5600	AY20009 1004PL	AY20009 1004PL	Communication lost with Cal Src	Sep 10, 2013 8:29:43 PM	Analyst Event Message	Started	9

Print or save this report for later reference when examining individual system alarms.

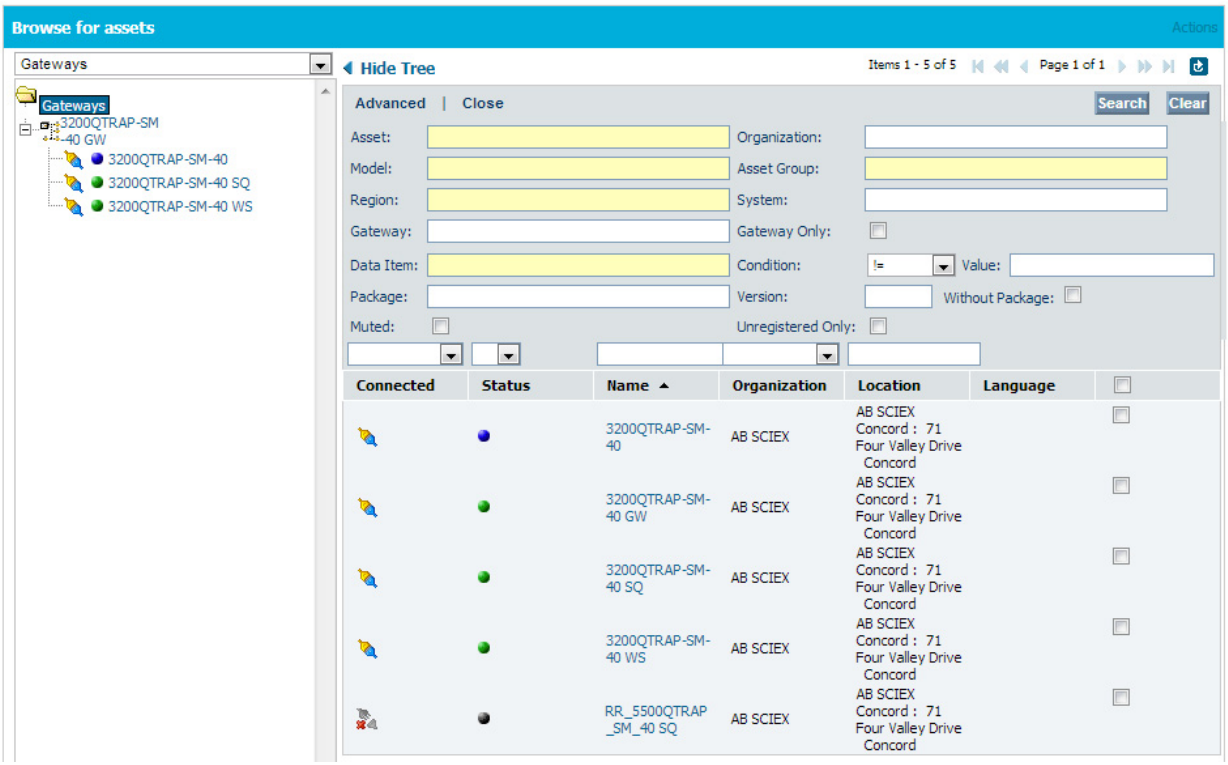
Note: Reports can be output as HTML (for viewing in the browser), or in Excel or PDF formats, or sent directly to your printer.

Service Screen

The **Service** screen displays a list of managed device configurations in various formats. Refer to Figure 2-7.

Assets are listed on the left of the screen and can be sorted based on the criteria you select.

Figure 2-7 Service Screen



Choose Sort Order

1. Select the **Asset Groups** field.
2. Select the criteria used to sort the list of groups.

   All assets are listed in the Details pane on the right of the screen.

Select an Asset

Assets have three designations. Refer to Table 2-1.

Table 2-1 Asset Designations

Designation	Description
GW	Gateway
WS	Instrument Workstation
SQ	Sample Queue

In Figure 2-7, the instrument gateway manages three assets: the instrument (GW), the instrument workstation (WS), and the instrument sample queue (SQ) (if available and enabled based on user security requirements).

Refer to Service on page 25 for details on additional instrument peripherals.

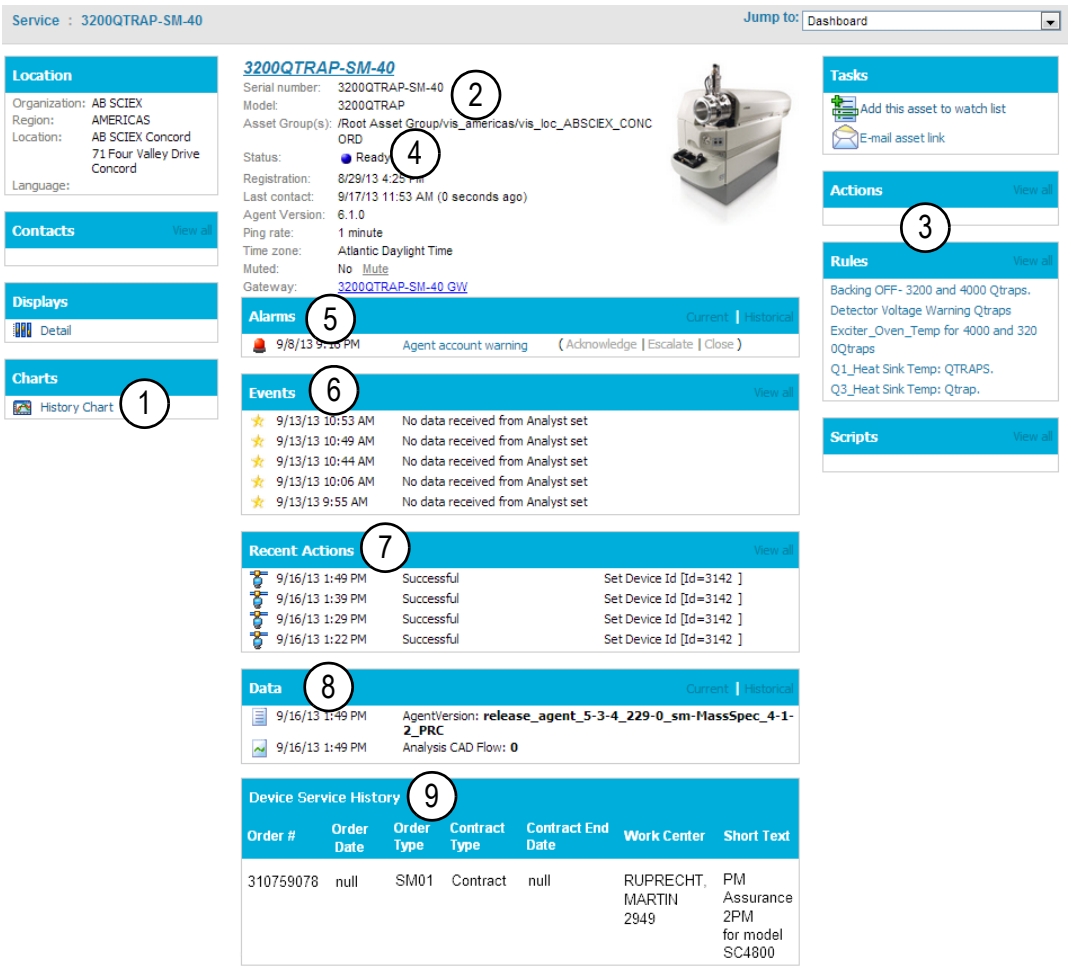
Instrument Screen View

Instrument details are displayed on the instrument screen.

Access the Instrument Screen

1. On the **Service** screen, click an asset name.
2. The instrument screen is shown. Refer to Figure 2-8.

Figure 2-8 Instrument Screen



Item	Description
1	History Chart - Links to history chart to review historical trend of any measured parameter. Refer to Chart Screen on page 17.
2.	Device information.
3	Action and available activities.
4	Device status. Status indicates whether the instrument is connected and the operational state. When the instrument is disconnected, the **Missing status** message is shown and the instrument image is grayed out.

Item	Description
5	Alarms.
6	Recent events on the monitored system.
7	Recent actions that were performed on the remote system.
8	Detailed information about each monitored performance parameter.
9	Device Service History - Section that shows recent service activities performed on the instrument.

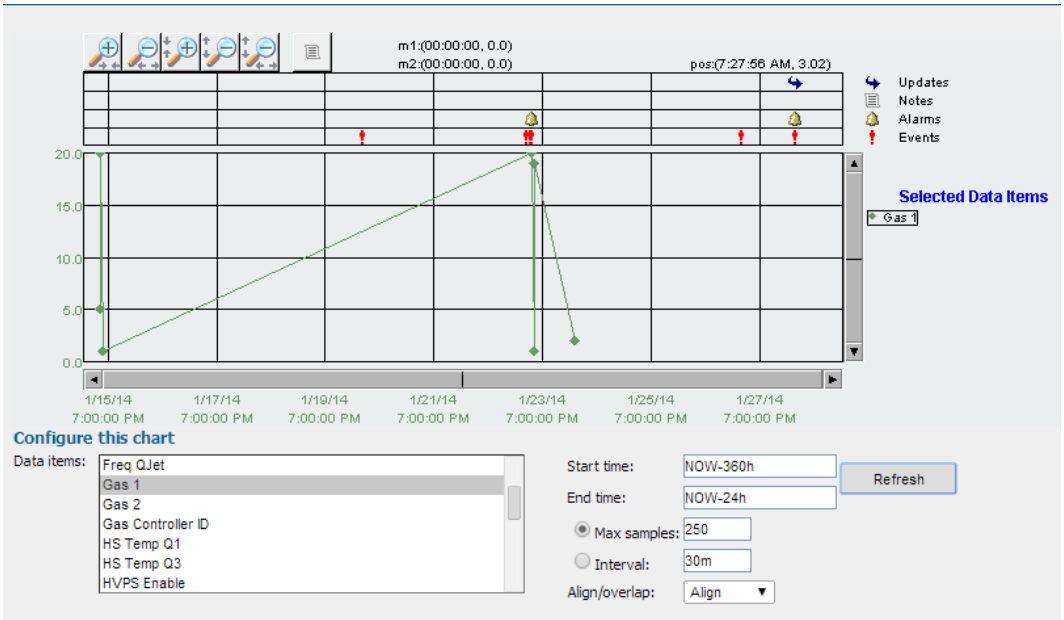
Chart Screen

Review historical trend data of any measured parameter.

1. On the Instrument screen, click **History**.

   The History chart is shown. Refer to Figure 2-9.

Figure 2-9 Chart Screen



2. Select a **Data item**.
3. Select a **Start time**.
4. Select an **End time**.
5. Click **Refresh**.

   The chart is updated.

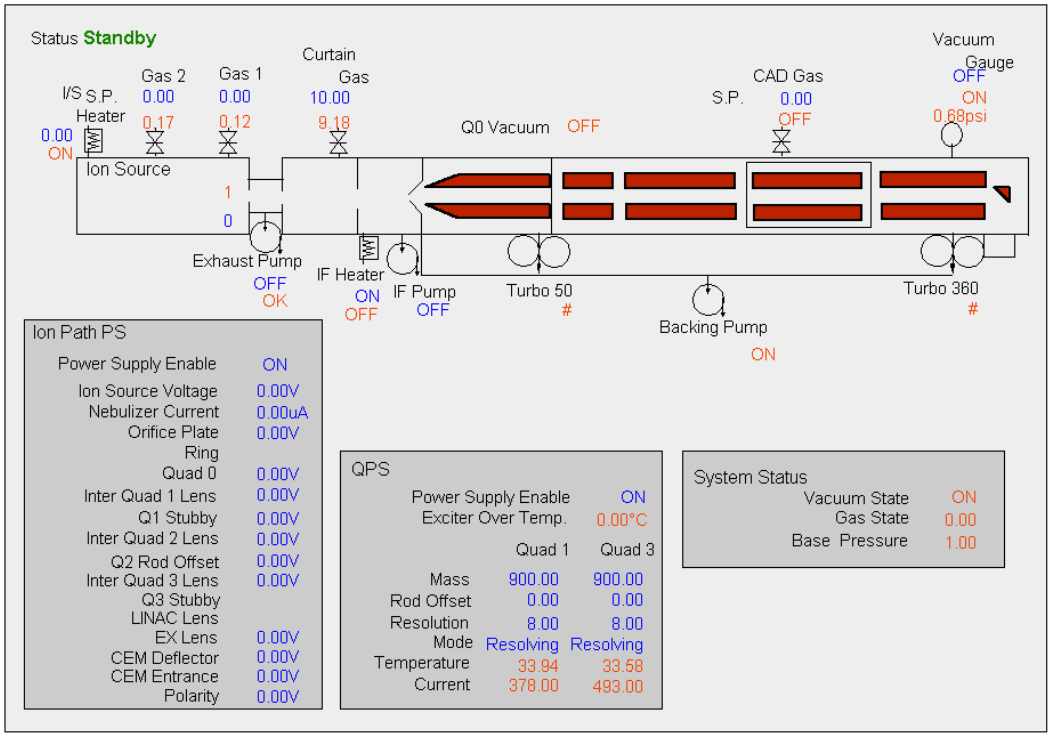
Access Graphic View

A graphic view of the instrument with test point measurements and settings is available for a quick overview of critical system parameters.

- On the instrument screen, click **Details**.

  The Graphic View screen is shown. Refer to Figure 2-10.

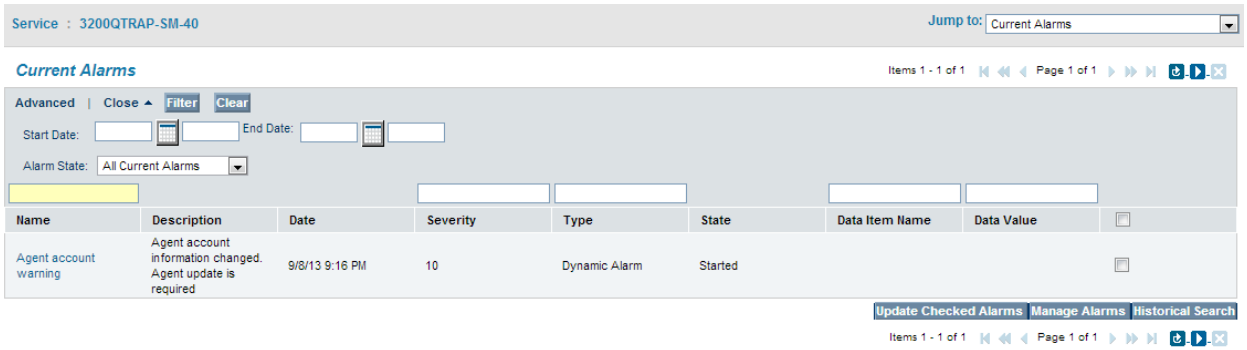
Figure 2-10 Graphic View



Alarms

Alarms are listed on the Instrument Details screen. Click the **Alarm** label to view alarm details. The **Current Alarms** screen is shown. Refer to Figure 2-11.

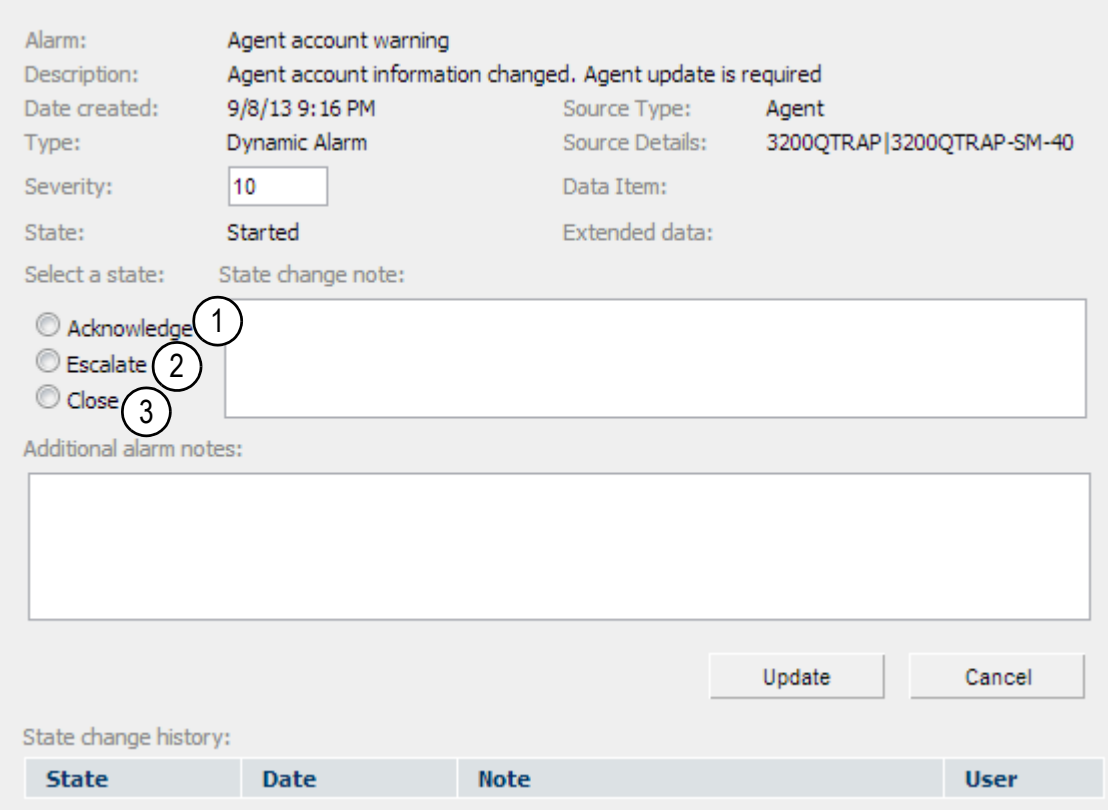
Figure 2-11 Alarms



Alarm Details

Click the appropriate alarm name on the Current Alarms screen. The Alarm screen is shown. Refer to Figure 2-12.

Figure 2-12 Alarm Detail Screen



Item	Description
1	Acknowledge that the alarm has occurred.
2	Escalate the alarm.
3	Close the alarm.

Sample Queue Preview and Control

The StatusScope Remote Monitoring Service enables the user to review recently processed sample queues in reverse order with the most recent samples at the top. Up to three days of historic details are available.

The StatusScope Remote Monitoring Service also enables control over the samples currently in progress. The sample and queue can be paused, aborted, or stopped. A paused sample can be restarted using the **Continue** command.

Note: For safety reasons, a queue or sample cannot be started remotely.

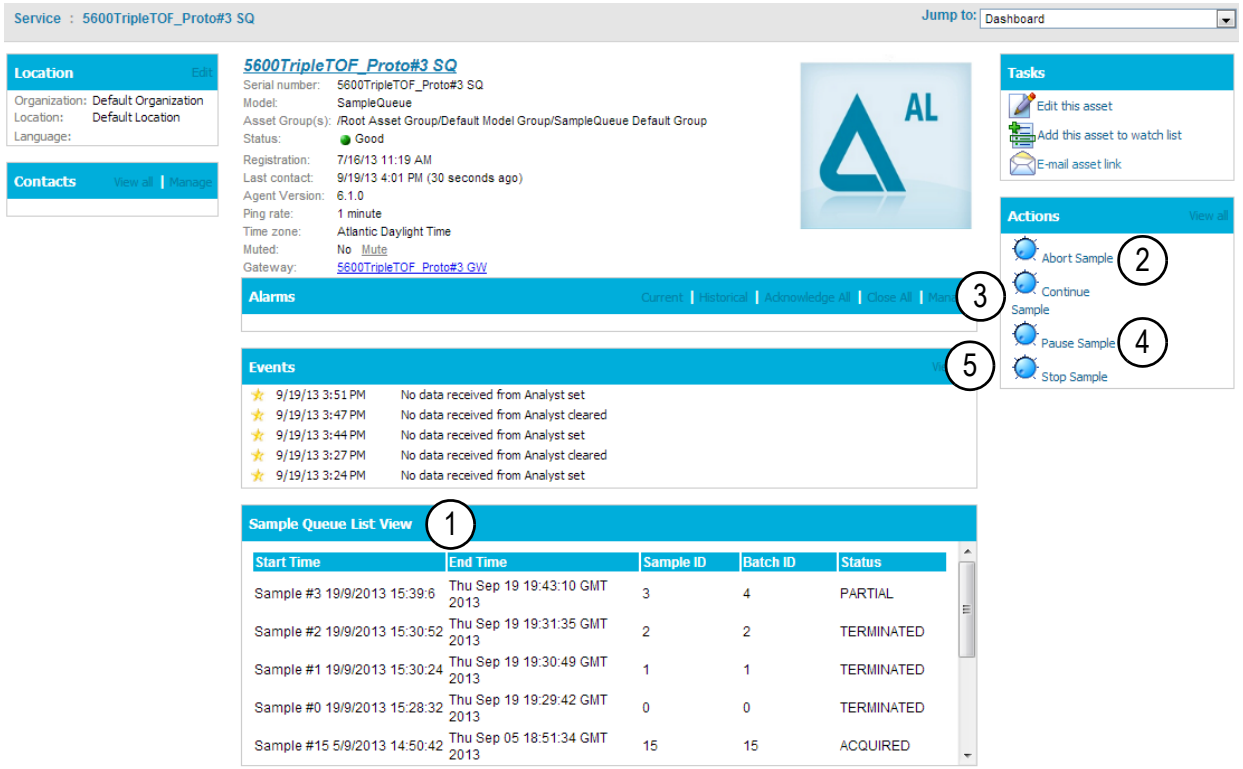
All communication between the StatusScope Remote Monitoring Service Agent and the Enterprise Production Data Server is driven by configured poll/push rate. The result of applying commands on a current sample might be delayed to subsequent samples, depending on sample processing duration.

Preview a Sample Queue in Progress

1. On the instrument screen, click an asset ending in SQ (Sample Queue).

   The Sample Queue screen is shown.

Figure 2-13 Sample Queue Screen


Service : 5600TripleTOF_Proto#3 SQ
Jump to: Dashboard
Location
Organization: Default Organization
Location: Default Location
Language:
Contacts
5600TripleTOF_Proto#3 SQ
Serial number: 5600TripleTOF_Proto#3 SQ
Model: SampleQueue
Asset Group(s): /Root Asset Group/Default Model Group/SampleQueue Default Group
Status: Good
Registration: 7/16/13 11:19 AM
Last contact: 9/19/13 4:01 PM (30 seconds ago)
Agent Version: 6.1.0
Ping rate: 1 minute
Time zone: Atlantic Daylight Time
Muted: No Mute
Gateway: 5600TripleTOF_Proto#3 GW
Tasks
Edit this asset
Add this asset to watch list
E-mail asset link
Actions
Abort Sample
Continue Sample
Pause Sample
Stop Sample
Alarms
Events
9/19/13 3:51 PM No data received from Analyst set
9/19/13 3:47 PM No data received from Analyst cleared
9/19/13 3:44 PM No data received from Analyst set
9/19/13 3:27 PM No data received from Analyst cleared
9/19/13 3:24 PM No data received from Analyst set
Sample Queue List View
Start Time
End Time
Sample ID
Batch ID
Status
Sample #3 19/9/2013 15:39:6 Thu Sep 19 19:43:10 GMT 2013 3 4 PARTIAL
Sample #2 19/9/2013 15:30:52 Thu Sep 19 19:31:35 GMT 2013 2 2 TERMINATED
Sample #1 19/9/2013 15:30:24 Thu Sep 19 19:30:49 GMT 2013 1 1 TERMINATED
Sample #0 19/9/2013 15:28:32 Thu Sep 19 19:29:42 GMT 2013 0 0 TERMINATED
Sample #15 5/9/2013 14:50:42 Thu Sep 05 18:51:34 GMT 2013 15 15 ACQUIRED
1
2
3
4
5

Item	Description
1	Recent samples sorted chronologically with most recent sample first.
2	Abort Sample
3	Continue Sample
4	Pause Sample
5	Stop Sample

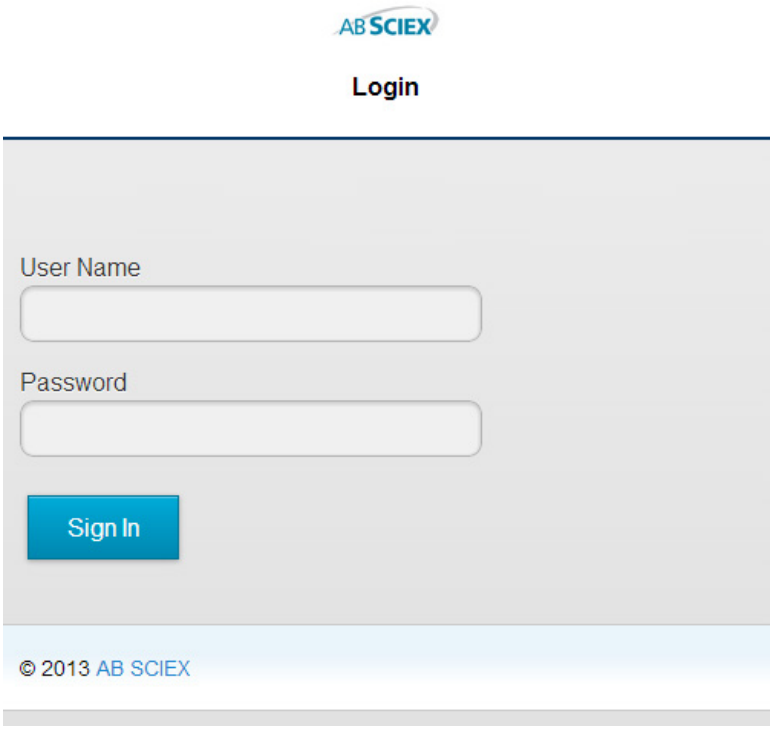
The Sample Queue In StatusScope Remote Monitoring Service Mobile Application

To examine the instrument sample queue in the StatusScope Remote Monitoring Service mobile application:

1. On your mobile phone, go to https://statusscope.absciex.com/apps/mobile.

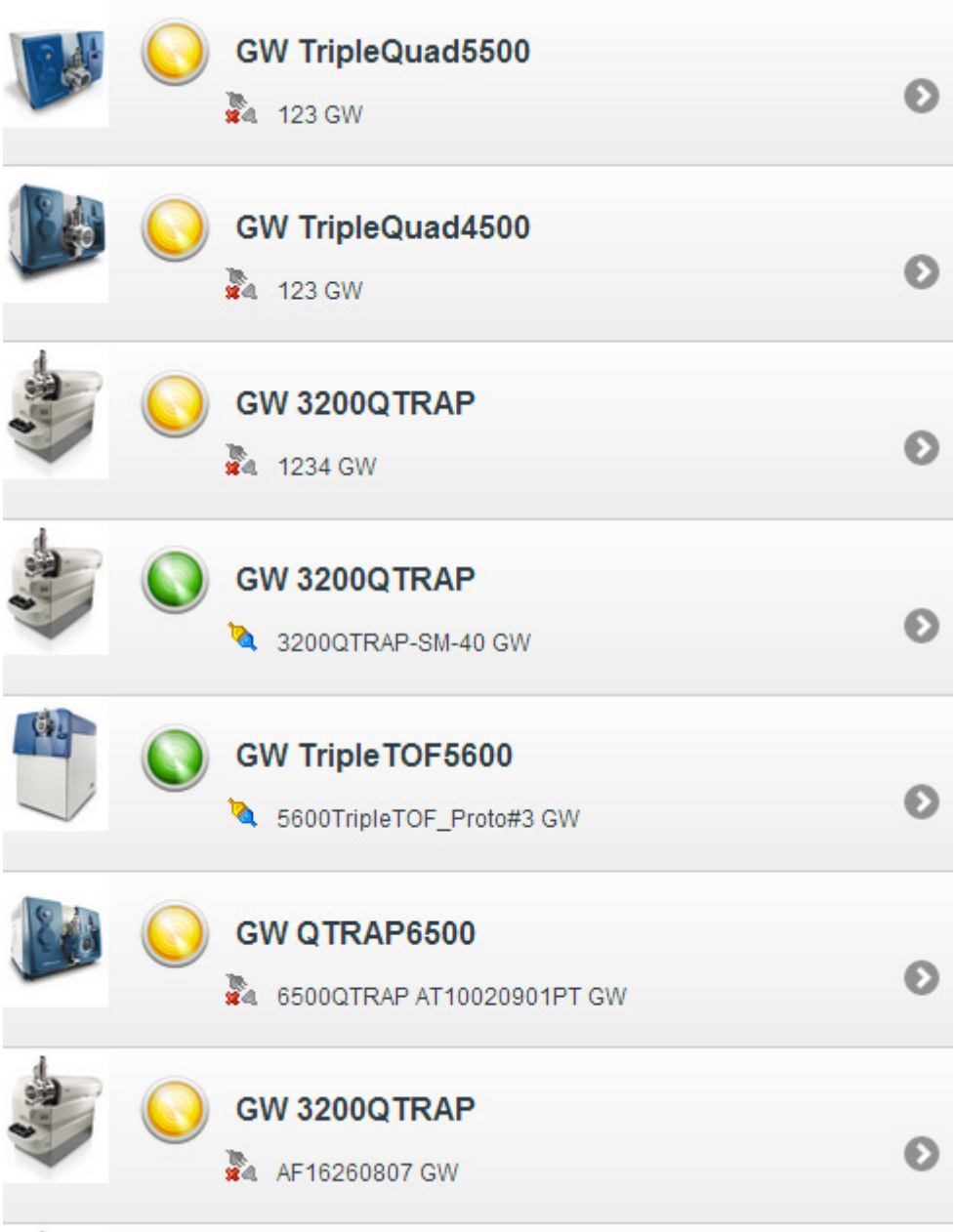
   The **Login** screen is shown.

   Figure 2-14 Mobile Application Login Screen



2. Type the **User Name**.
3. Type the **Password**.
4. Tap **Sign In**.
5. The **Gateway** screen is shown. Refer to Figure 2-15.

Figure 2-15 Mobile Application Instrument Gateway Screen



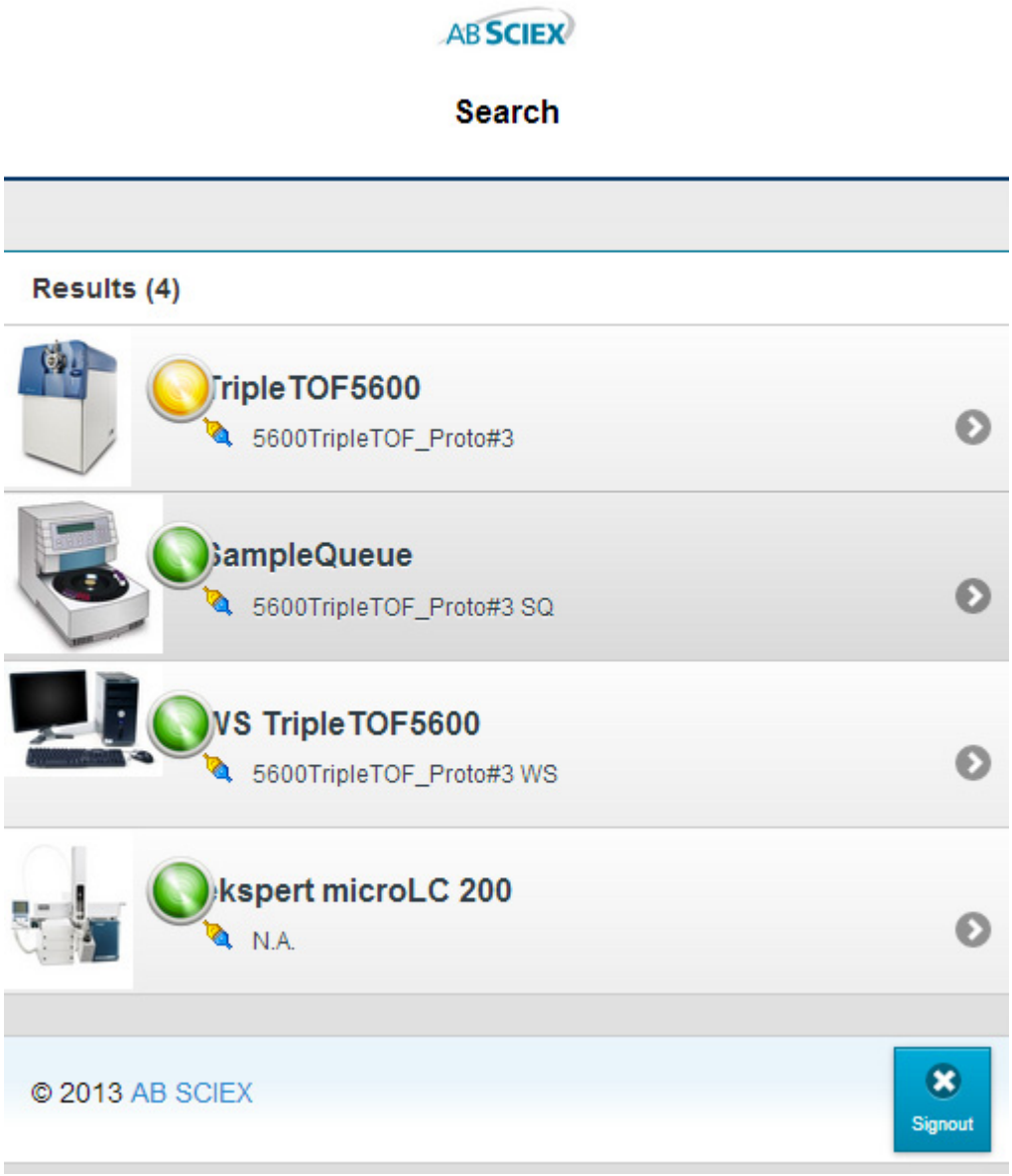
Select a Gateway

Access the sample queue. Select an instrument gateway. Refer to Figure 2-15.

Gateway Assets/Instruments

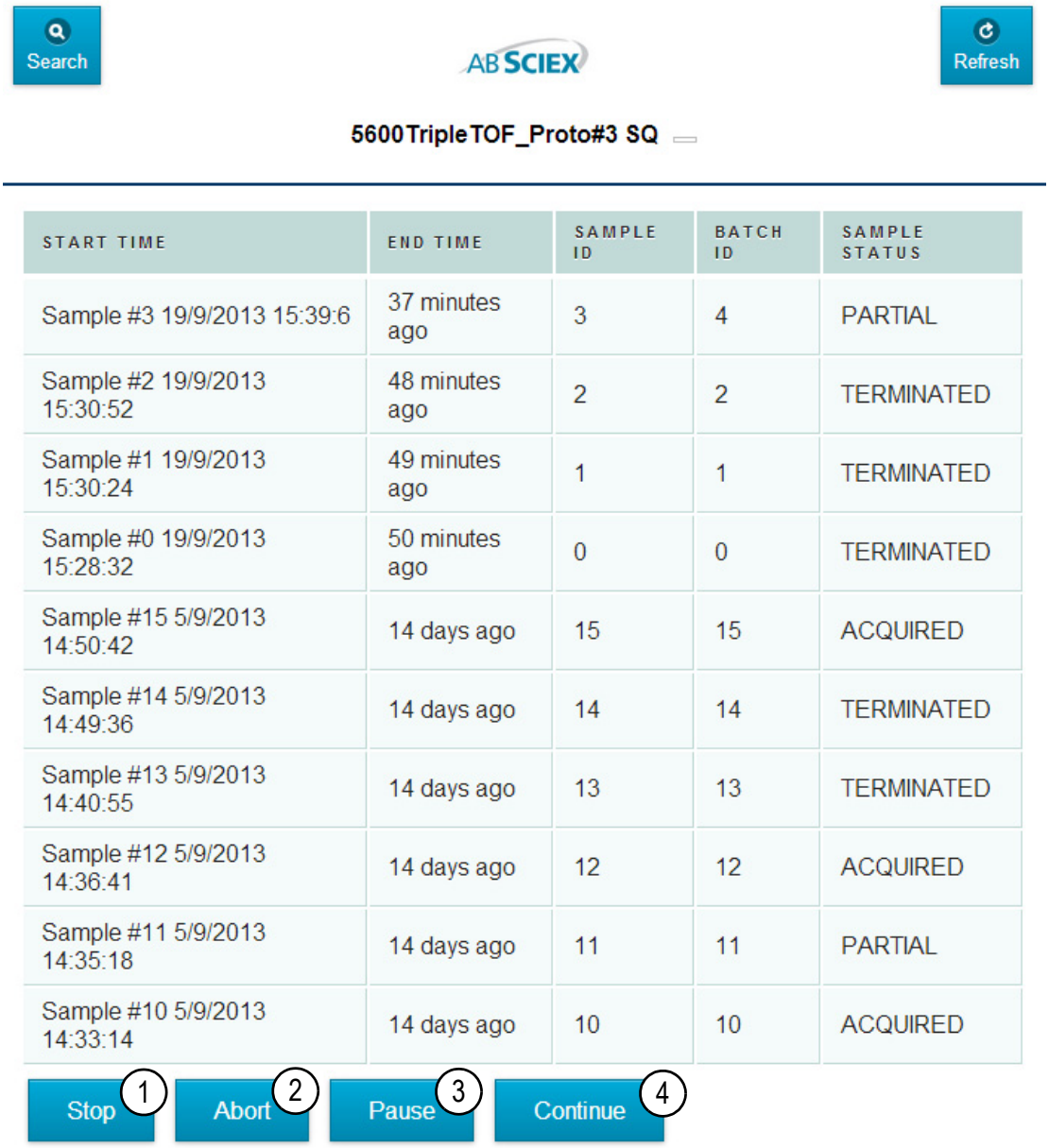
Assets/instruments managed by the selected gateway is shown. Refer to Figure 2-16.

Figure 2-16 Assets/Instruments Controlled by the Gateway



Select an instrument to review the instrument information, sample queue information, workstation information, and peripheral information. For example, clicking **Sample Queue** shows the instrument sample queue. Refer to in Figure 2-17.

Figure 2-17 Sample Queue Review

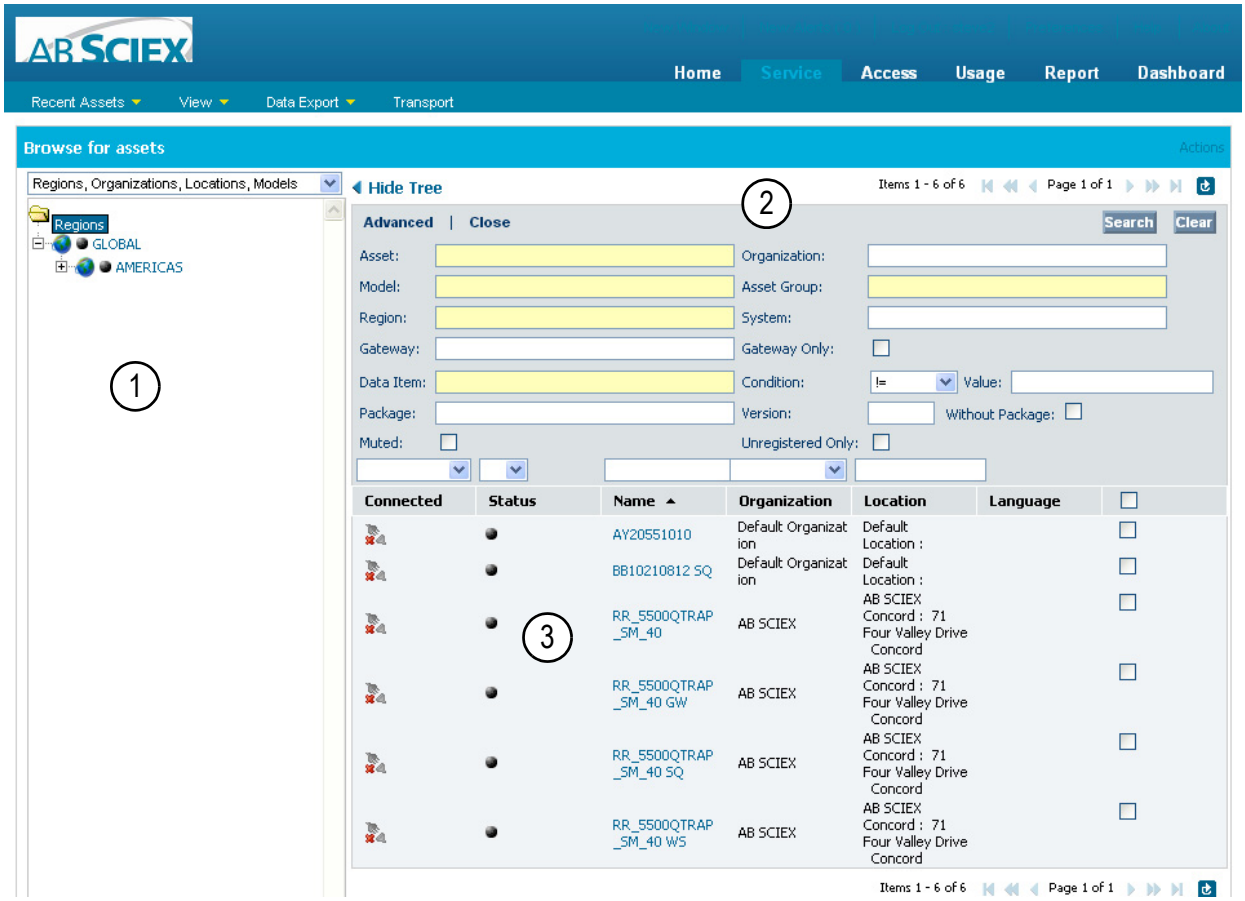


Item	Description
1	Stop the sample queue. A stopped sample queue must be restarted from within the Analyst® software.
2	Abort the sample queue. An aborted sample queue must be restarted from within the Analyst software.
3	Pause the sample queue. A paused sample queue can be resumed remotely.
4	Resume the paused sample queue.

Service

When the user logs on to the StatusScope™ Remote Monitoring Service, the **Service** tab is shown.

Figure 3-1 Service Tab

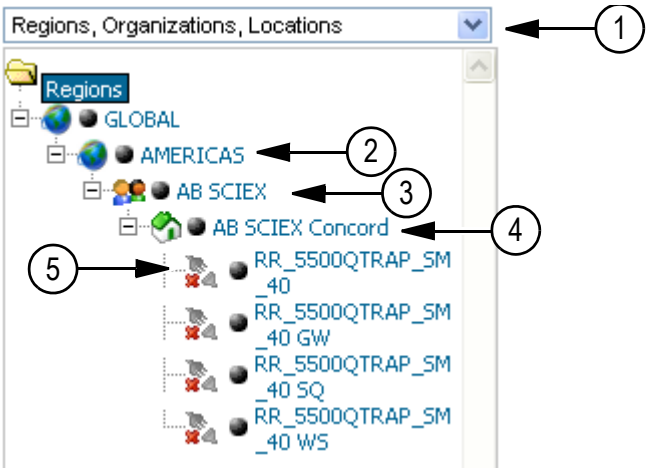


Item	Description
1	Assets Navigation View
2	Search Area
3	Asset List

Asset Navigation View

The asset navigation view provides a method of accessing instrument performance data. The asset list can be sorted by asset group, gateway, location, model, organization, region, or system. Combinations of these options are also available. Click the + button to expand the asset list. Refer to Figure 3-2.

Figure 3-2 Sorted Asset List

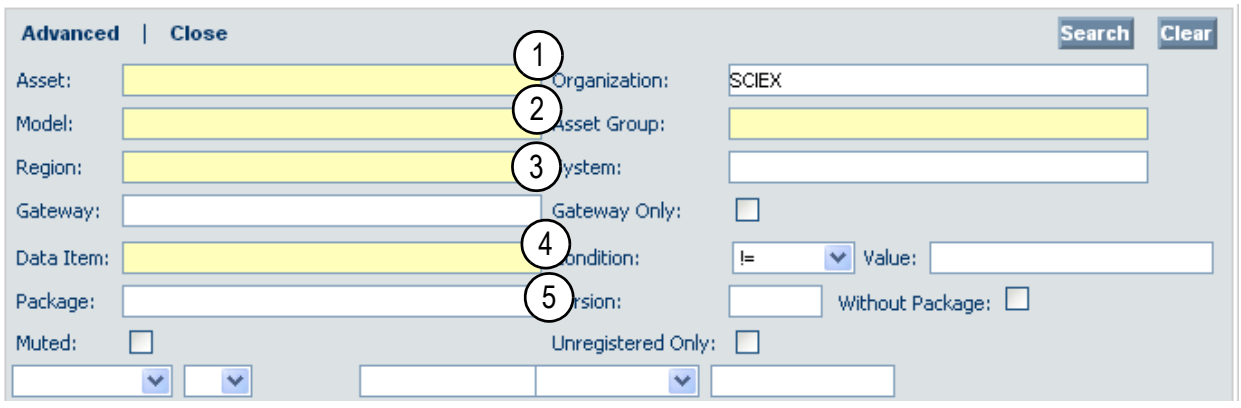


Item	Description
1	Sorting option
2	Region
3	Organization
4	Location
5	Asset

Search Area

The search area provides a method of searching for an instrument based on specific criteria. Refer to Figure 3-3.

Figure 3-3 Search Assets



Item	Description
1	Asset serial number
2	Model number
3	Region (APAC, EMEA, Japan)

Item	Description
4	Instrument data
5	Software upload components

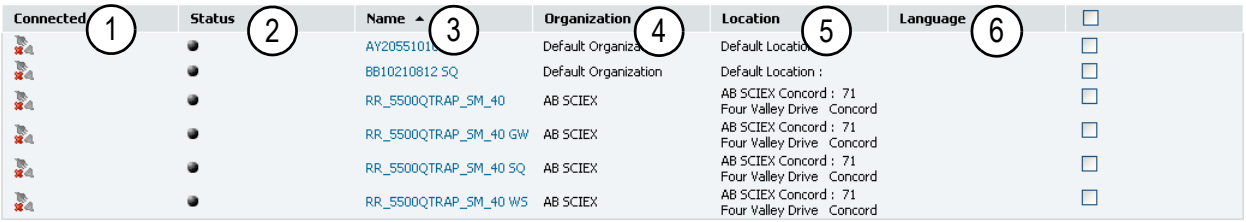
1. Enter the relevant fields for the search and click **Search**.

Note: Search terms are not case-sensitive. Search returns exact matches only.

Asset List

The asset list displays a list of instruments and their peripherals being monitored by the StatusScope software. Refer to Figure 3-4.

Figure 3-4 Asset List



Item	Description
1	Indicates if the connection status of the instrument.
2	Indicates the status of the instrument. Status colors and their meaning are: • Green - good • Blue - ready • Aqua - running • Yellow - unknown • Black - missing • Red - fault
3	The name of the instrument.
4	The organization that owns the instrument.
5	The location of the instrument.
6	User-selected language.

Additional Service Tab Options

View

View Assets with Alarms

- Click **View > Assets with alarms**.

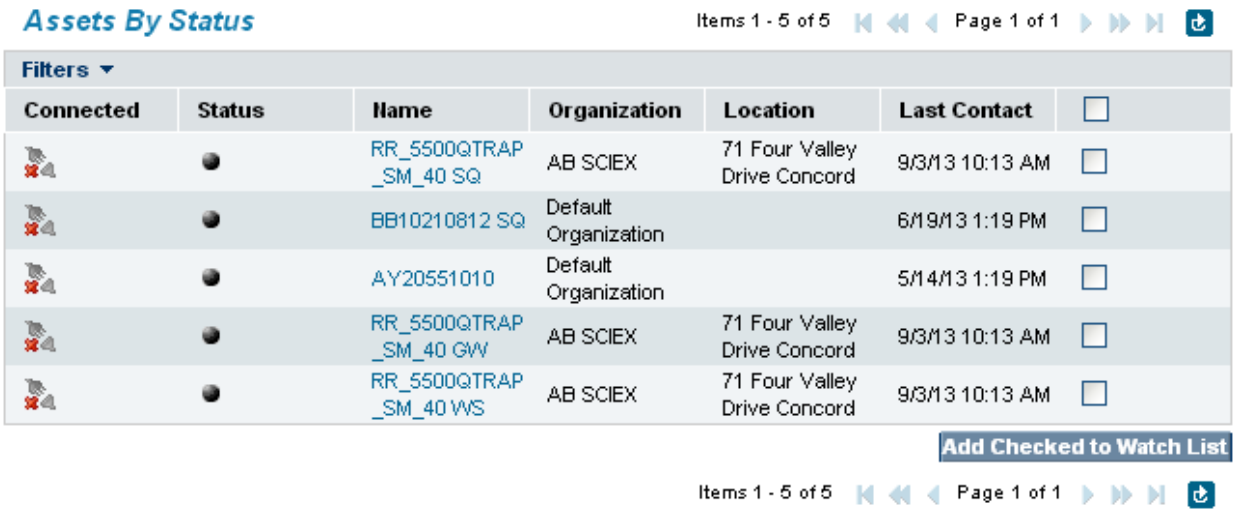
  The **Assets with Alarms** screen is shown.

View Assets by Status

- Click **View > Assets by status**.

  The **Assets By Status** screen is shown. Refer to Figure 3-5.

Figure 3-5 Assets by Status

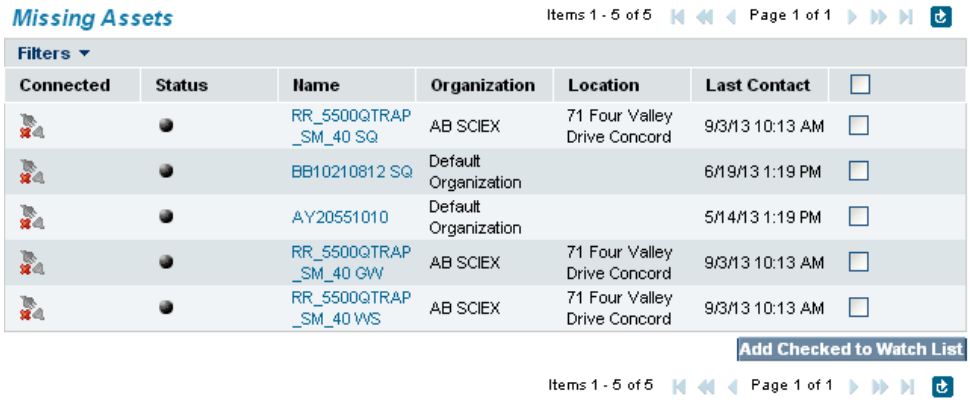


View Missing Assets

- Click **View > Missing assets**.

  The **Missing Assets** screen is shown. Refer to Figure 3-5.

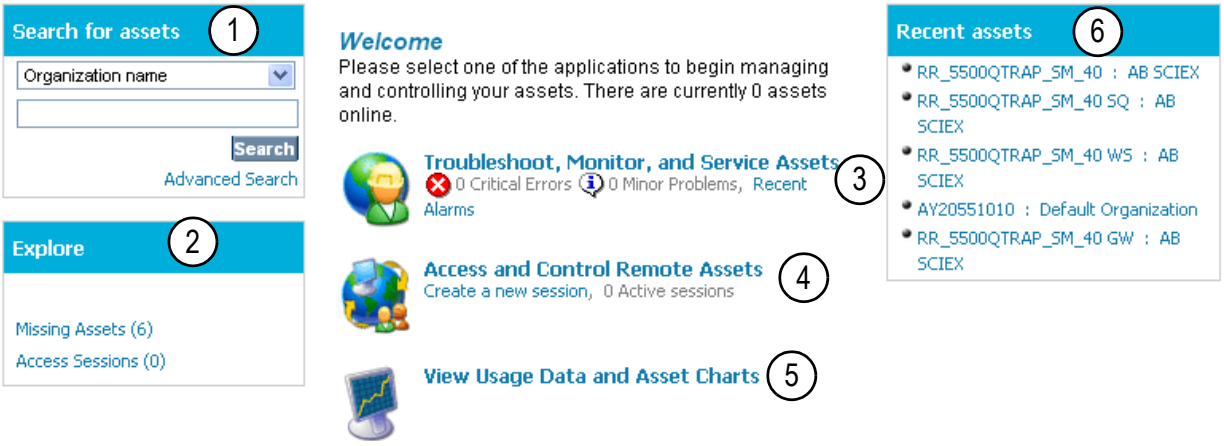
Figure 3-6 Missing Assets



Home Tab

Users can access basic tasks and view basic asset performance data on the Home tab.

Figure 3-7 Home Tab

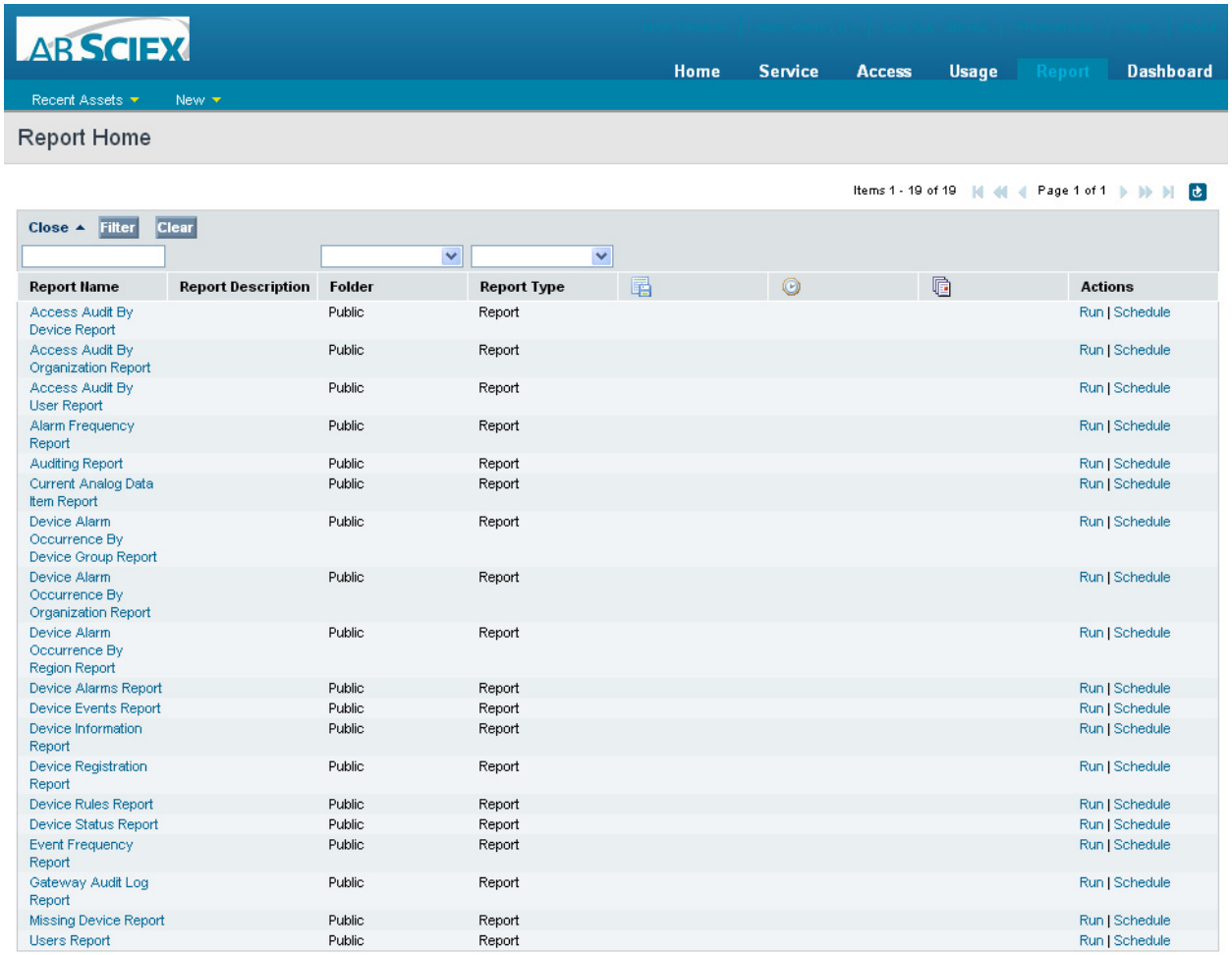


Item	Description
1	Search for assets by organization name, asset name, asset serial number, or location.
2	View assets.
3	View troubleshooting information.
4	Access and control remote assets.
5	View usage data and asset charts.
6	List of Recent assets. Click an asset to view more information.

Report Tab

The Report tab provides an overview of the available user reports. Refer to Figure 3-8.

Figure 3-8 Report Tab



For audit report types, refer to Table 3-1.

Table 3-1 Report Types

Name	Description
Device Report	View device reports.
Organization Report	View organization reports.
User Report	View user reports.
Alarm Frequency Report	View reports based on alarm frequency.
Auditing Report	View auditing reports.
Current Analog Data Item Report	View reports based on current analog data items.
Device Alarm Occurrence By Device Group Report	View reports based on device alarm occurrence by device group.

Table 3-1 Report Types

Name	Description
Device Alarm Occurrence By Organization Report	View device alarm occurrence reports based on organization.
Device Alarm Occurrence By Region Report	View device alarm occurrence reports based on region.
Device Alarms Report	View all device alarm reports.
Device Events Report	View all device event reports.
Device Information Report	View all device information reports.
Device Registration Report	View reports based on device registrations.
Device Rules Report	View reports based on device rules.
Device Status Report	VIew reports based on device status.
Event Frequency Report	View reports based on frequency.
Gateway Audit Log Report	View reports based on gateway audit logs.
Missing Device Report	VIew reports of missing devices.
Users Report	View reports based on users.

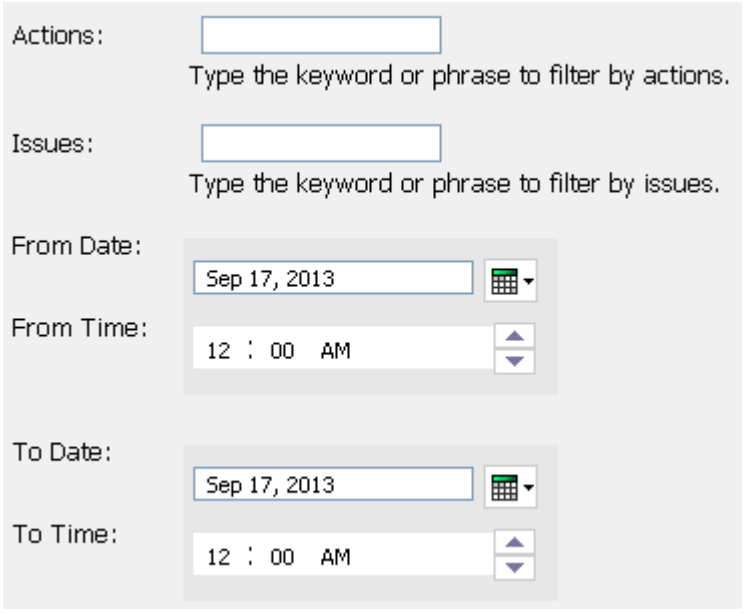
View a Report

1. Click the report name.

   The report input parameters entry screen is shown. Refer to Figure 3-9.

2. Select parameters and conditions appropriate for each particular report.

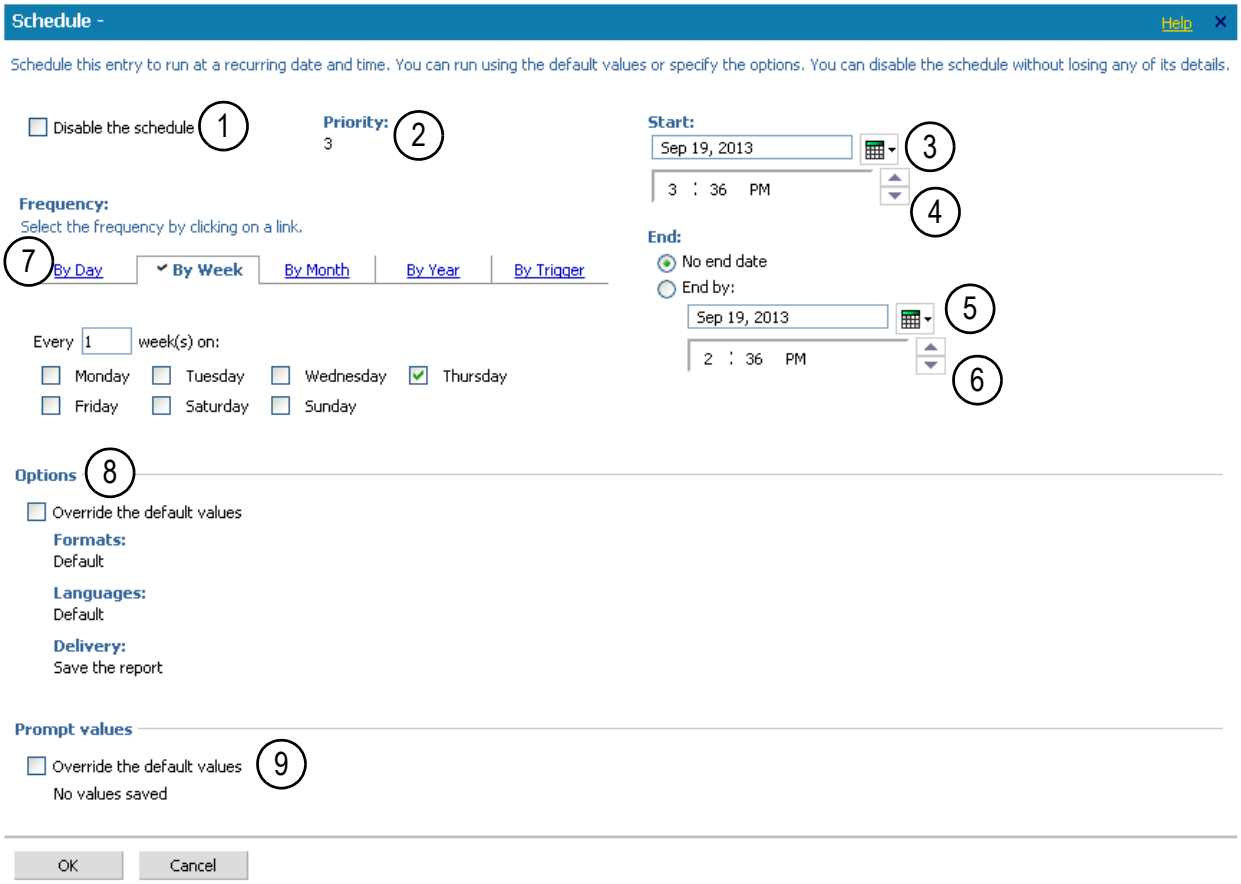
Figure 3-9 Common Report Fields



Report Scheduling and Delivery

Reports can be scheduled to run at specific times and delivered in specific formats.

Figure 3-10 Report Schedule Screen



Item	Description
1	Disable the schedule. **Note:** Disabling a schedule does not delete it.
2	Schedule the priority.
3	Schedule the start date.
4	Schedule the start time.
5	Schedule the end date.
6	Schedule the end time.
7	Frequency of the report.
8	Schedule customization options.
9	Preset prompt values.

Schedule a Report Based on Dates

1. Click **Schedule**.

   The **Schedule** screen is shown. Refer to Figure 3-10.
2. Type a Start date.
3. Type a **Start** time.
4. Select **End by**.

Note: Select **No end date** to run the report indefinitely.

5. Select an **End by** date.
6. Select an **End by** time.
7. Click **OK**.

Schedule a Report Based on Frequency

1. Click **Schedule**.

   The **Schedule** screen is shown. Refer to Figure 3-10.
2. Select a **Frequency** category.
3. Select the appropriate frequency options.

Table 3-2

Frequency Option	Required Actions
By Day	Select the number of minutes, hours, or days between reports.
By Week	Select the frequency of weeks and the days of the week.
By Month	Select the day of the month and the frequency of months or select day of the month and the frequency of months.
By Year	Select the day of the year and the month or select the day of the year.
By Trigger	In the **Trigger name** field, name the trigger for the schedule.

4. Click **OK**.

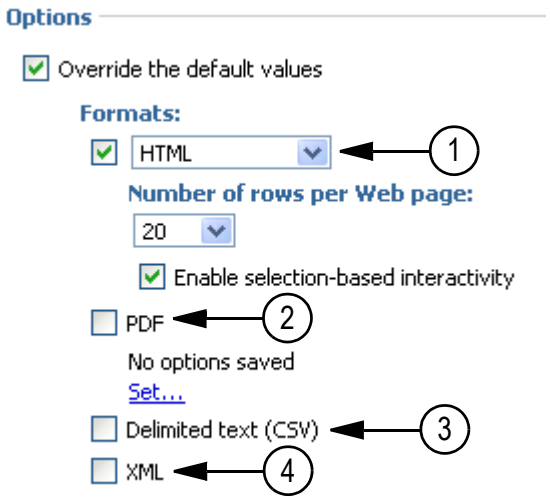
Report Options

Reports can be generated and delivered in different ways. The default format is an HTML file within the Web browser.

Select a Report Format

1. On the **Report** screen, select the **Override the default values** check box.
2. Select a format in the **Formats** section.

Figure 3-11 Report Formats



Item	Description
1	Select a Web format. Options include: • **HTML** - Delivers the report in a standard Web page. • **HTML Fragment** - Delivers the report in a format that can be embedded in another Web page. • **XHTML** - Delivers the report in a format that can be converted to a different format.
	Number of rows per Web page.
	Select **Enable selection-based interactivity** to enable: • Moving up and down a report. • Moving through other reports. • Searching the report. • Deliver reports based on conditions. • Use Agent notification.
2	Select **PDF** to deliver the report in PDF format.
3	Select **Delimited text (CSV)** to deliver the report in a format understood by spreadsheet programs.
4	Select **XML** to deliver the report in XML format.

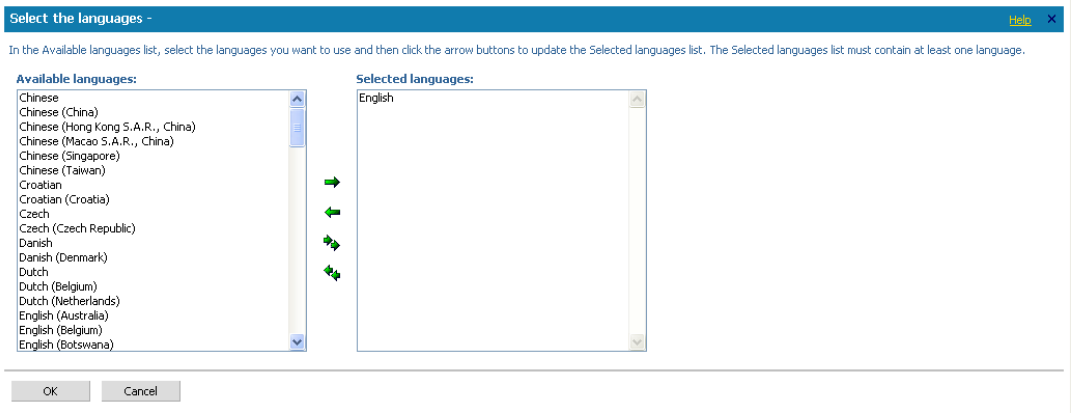
3. Click **OK**.

Select a Language

Reports can be delivered in multiple languages.

1. On the Report screen, click the **Override the default values** check box.
2. Click **Select the languages**.
3. The **Select the languages** screen is shown.

Figure 3-12 Select the languages Screen

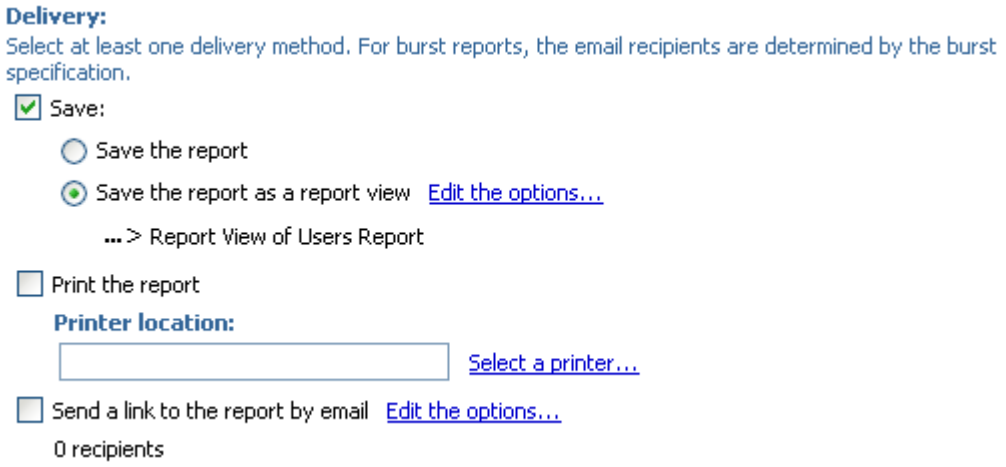


4. Select a language In the **Available languages** section.
5. Click ➡ .
6. Click **OK**.

Select a Delivery Method

Multiple delivery methods can be selected. Refer to Figure 3-13.

Figure 3-13 Delivery Options

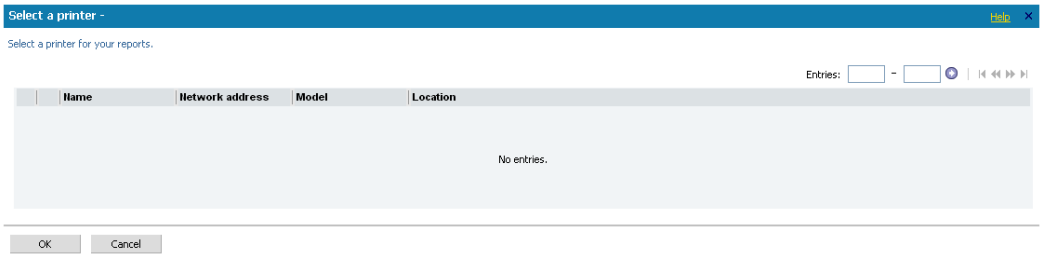

Delivery:
Select at least one delivery method. For burst reports, the email recipients are determined by the burst specification.
Save:
Save the report
Save the report as a report view
Edit the options...
... > Report View of Users Report
Print the report
Printer location:
Select a printer...
Send a link to the report by email
Edit the options...
0 recipients

Print Reports

1. On the **Report** screen, select the **Override the default values** check box.
2. Select the **Print the report** check box.
3. Click **Select a printer**.

   The **Select a printer** screen is shown. Refer to Figure 3-14.

Figure 3-14 Select a printer Screen



4. Select a printer.
5. Click **OK**.

Additional Options

Recent Assets

- Click Recent Assets and select an asset to view a recently viewed asset.

New Window

- Click **New Window** to open the current screen in a new window.

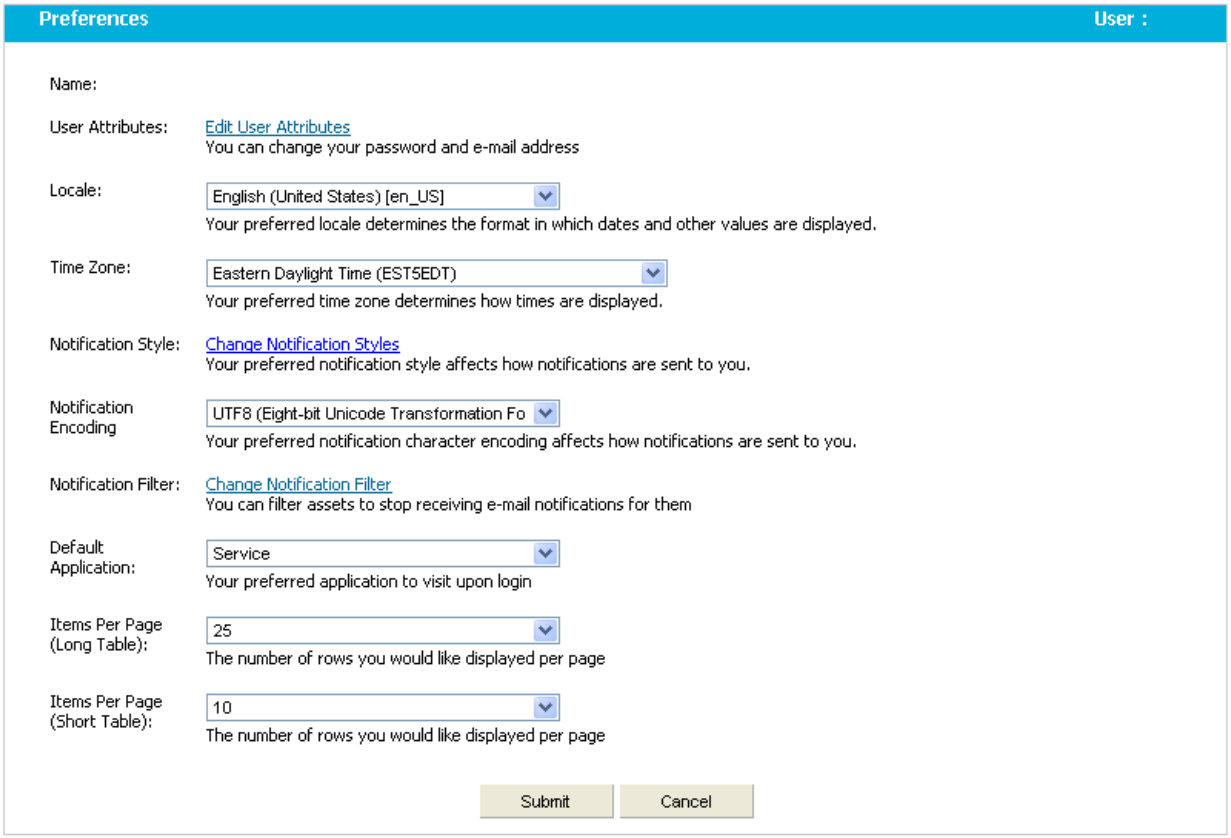
New Alerts

- Click **New Alerts** to view alerts that have not been acknowledged.

Preferences

- Click **Preferences** to change user preferences. Refer to Figure 4-1.

Figure 4-1 Preferences Screen


Preferences
User :
Name:
User Attributes:
Edit User Attributes
You can change your password and e-mail address
Locale:
English (United States) [en_US]
Your preferred locale determines the format in which dates and other values are displayed.
Time Zone:
Eastern Daylight Time (EST5EDT)
Your preferred time zone determines how times are displayed.
Notification Style:
Change Notification Styles
Your preferred notification style affects how notifications are sent to you.
Notification Encoding
UTF8 (Eight-bit Unicode Transformation Fo
Your preferred notification character encoding affects how notifications are sent to you.
Notification Filter:
Change Notification Filter
You can filter assets to stop receiving e-mail notifications for them
Default Application:
Service
Your preferred application to visit upon login
Items Per Page (Long Table):
25
The number of rows you would like displayed per page
Items Per Page (Short Table):
10
The number of rows you would like displayed per page
Submit
Cancel

Change User E-mail

1. Click **Preferences**.

   The **Preferences** screen is shown. Refer to Figure 4-1.
2. Click **Edit User Attributes**.

   The **Update your E-mail Address and Password** screen is shown.
3. Type a new **E-mail address**.
4. Click **Submit**.

Change User Password

1. Click **Preferences**.

   The **Preferences** screen is shown. Refer to Figure 4-1.
2. Click **Edit User Attributes**.

   The **Update your E-mail Address and Password** screen is shown.
3. Type the **Current Password**.
4. Type a **New Password**.

5. Type the new password again in the **Confirm Password** field.
6. Click **Submit**.